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No. 014



AT&T Relay Services

**Annual Summary of Consumer
Complaints**

June 2003 – May 2004

AT&T RELAY SERVICES
ANNUAL SUMMARY OF CONSUMER COMPLAINTS
June 1, 2003 through May 31, 2004
Complaint Summary by Category

June 8, 2004

Complaint Category	2003							2004					Total
	JUN	JUL	AUG	SEP	OCT	NOV	DEC	JAN	FEB	MAR	APR	MAY	
Transparency	1			1	3	3	2	6	4	1	3	1	25
Confidentiality											1		1
Verbatim	5	1	4	3	2	4		2	1	3	3	4	32
Typing Issues	7	7	3	1	2	1	3	4	1	4	6		39
In Call Replacement				1									1
Answer Performance	2	5	4	2	1	3	2	1	1	1		1	23
Gender Accommodation				1									1
Total	15	13	11	9	8	11	7	13	7	9	13	6	122

AT&T RELAY SERVICES
2004 ANNUAL SUMMARY OF CONSUMER COMPLAINTS
June 1, 2003 through May 31, 2004

June 8, 2004

	2003							2004					
<i>Alabama</i>	JUN	JUL	AUG	SEP	OCT	NOV	DEC	JAN	FEB	MAR	APR	MAY	TOTAL
VOICE													0
TTY	1			1	1		1		1				5
TOTAL	1	0	0	1	1	0	1	0	1	0	0	0	5
<i>Delaware</i>	JUN	JUL	AUG	SEP	OCT	NOV	DEC	JAN	FEB	MAR	APR	MAY	TOTAL
VOICE									1				1
TTY								1		1		1	3
TOTAL	0	0	0	0	0	0	0	1	1	1	0	1	4
<i>Georgia</i>	JUN	JUL	AUG	SEP	OCT	NOV	DEC	JAN	FEB	MAR	APR	MAY	TOTAL
VOICE			1			1							2
TTY	1		4			1	1		1				8
TOTAL	1	0	5	0	0	2	1	0	1	0	0	0	10
<i>Maine</i>	JUN	JUL	AUG	SEP	OCT	NOV	DEC	JAN	FEB	MAR	APR	MAY	TOTAL
VOICE													0
TTY													0
TOTAL	0	0	0	0	0	0	0	0	0	0	0	0	0
<i>Maryland</i>	JUN	JUL	AUG	SEP	OCT	NOV	DEC	JAN	FEB	MAR	APR	MAY	TOTAL
VOICE	1	1	1	1		1		1			2		8
TTY	6	7	3	1	2	2	1	2		2	2	1	29
TOTAL	7	8	4	2	2	3	1	3	0	2	4	1	37
<i>Mississippi</i>	JUN	JUL	AUG	SEP	OCT	NOV	DEC	JAN	FEB	MAR	APR	MAY	TOTAL
VOICE													0
TTY	1												1
TOTAL	1	0	0	0	0	0	0	0	0	0	0	0	1
<i>New Jersey</i>	JUN	JUL	AUG	SEP	OCT	NOV	DEC	JAN	FEB	MAR	APR	MAY	TOTAL
VOICE				1		1							2
TTY		1		1		1		2	1	1			7
TOTAL	0	1	0	2	0	2	0	2	1	1	0	0	9
<i>Pennsylvania</i>	JUN	JUL	AUG	SEP	OCT	NOV	DEC	JAN	FEB	MAR	APR	MAY	TOTAL
VOICE					1			1	1		1	1	5
TTY		1		3	1	1	3	1		2	4	1	17
TOTAL	0	1	0	3	2	1	3	2	1	2	5	2	22

AT&T RELAY SERVICES
2004 ANNUAL SUMMARY OF CONSUMER COMPLAINTS
June 1, 2003 through May 31, 2004

continued

<i>North Mariana Is.</i>	JUN	JUL	AUG	SEP	OCT	NOV	DEC	JAN	FEB	MAR	APR	MAY	TOTAL
VOICE													0
TTY													0
TOTAL	0	0	0	0	0	0	0	0	0	0	0	0	0
<i>Virgin Islands</i>	JUN	JUL	AUG	SEP	OCT	NOV	DEC	JAN	FEB	MAR	APR	MAY	TOTAL
VOICE													0
TTY													0
TOTAL	0	0	0	0	0	0	0	0	0	0	0	0	0
<i>Virginia</i>	JUN	JUL	AUG	SEP	OCT	NOV	DEC	JAN	FEB	MAR	APR	MAY	TOTAL
VOICE	1												1
TTY											1	1	2
TOTAL	1	0	0	0	0	0	0	0	0	0	1	1	3
<i>Wash, D.C.</i>	JUN	JUL	AUG	SEP	OCT	NOV	DEC	JAN	FEB	MAR	APR	MAY	TOTAL
VOICE													0
TTY						1							1
TOTAL	0	0	0	0	0	1	0	0	0	0	0	0	1
<i>West Virginia</i>	JUN	JUL	AUG	SEP	OCT	NOV	DEC	JAN	FEB	MAR	APR	MAY	TOTAL
VOICE									1				1
TTY										1			1
TOTAL	0	0	0	0	0	0	0	0	1	1	0	0	2
<i>AT&T Other</i>	JUN	JUL	AUG	SEP	OCT	NOV	DEC	JAN	FEB	MAR	APR	MAY	TOTAL
VOICE					1	1	1	2	1				6
TTY	4	3	2	1	2	1		3		2	3	1	22
TOTAL	4	3	2	1	3	2	1	5	1	2	3	1	28
<i>ALL-Combined</i>	JUN	JUL	AUG	SEP	OCT	NOV	DEC	JAN	FEB	MAR	APR	MAY	TOTAL
VOICE	2	1	2	2	2	4	1	4	4	0	3	1	26
TTY	13	12	9	7	6	7	6	9	3	9	10	5	96
TOTAL	15	13	11	9	8	11	7	13	7	9	13	6	122

Note:

- 1) AT&T Other category complaints are AT&T LDRC, OSD and/or customers from non-AT&T contracted states combined. Includes AT&T Internet Relay contacts.
- 2) ALL Combined totals all complaints from all reported state services and AT&T Other category.
- 3) Service transitioned to new provider: MS - July 2003, AL - March 2004, ME - April 2004, Wash., D.C. - May 2004

Alabama

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AT&T RELAY SERVICES
2004 ANNUAL SUMMARY OF CONSUMER COMPLAINTS
June 1, 2003 through May 31, 2004

STATE OF ALABAMA - Totals

As of June 7, 2004

	2003							2004					
<i>Alabama</i>	JUN	JUL	AUG	SEP	OCT	NOV	DEC	JAN	FEB	MAR	APR	MAY	TOTAL
VOICE													0
TTY	1			1	1		1		1				5
TOTAL	1	0	0	1	1	0	1	0	1	0	0	0	5

AT&T RELAY SERVICES
ANNUAL SUMMARY OF CONSUMER COMPLAINTS
June 1, 2003 through May 31, 2004

STATE OF ALABAMA - Summary by Category

As of June 7, 2004

	2003							2004					
<i>Complaint Category</i>	JUN	JUL	AUG	SEP	OCT	NOV	DEC	JAN	FEB	MAR	APR	MAY	Total
Transparency													0
Confidentiality													0
Verbatim					1				1				2
Typing Issues							1						1
In Call Replacement				1									1
Answer Performance	1												1
Gender Accommodation													0
Total	1	0	0	1	1	0	1	0	1	0	0	0	5

**ALABAMA RELAY SERVICE
ANNUAL CONSUMER COMPLAINTS SUMMARY
JUNE 2003 – MAY 2004**

June 2003

TTY June 4, 2003

The caller complained that when he dials into relay he gets no response and has to hang up.

Category: Other (Equip)

Escalation: Received by the National Relay Center, PA and handled by the same.

Resolution: Apologized for the inconvenience. Explained that there may be calls in queue and that may be why he is not getting a response.

Contact Closed: June 4, 2003

FCC: Answer Performance

July 2003 – Nothing to report.

August 2003 – Nothing to report.

September 2003

TTY September 16, 2003

The customer was upset that five minutes into his call he was transferred to a different CA.

Category: Other (CA/OPR)

Escalation: Received by the National Relay Center, PA and handled by the same.

Resolution: Apologized, and explained that the first CA was no longer available.

Contact Closed: September 16, 2003

FCC: In Call Replacement

October 2003

TTY October 21, 2003

The customer complained the CA had not relayed the call verbatim.

Category: Other (CA/OPR)

Escalation: Received by the National Relay Center, PA and handled by the same.

Resolution: Apologized for the inconvenience, and assured the customer the CA's manager would follow up accordingly.

Contact Closed: October 21, 2003

FCC: Verbatim

November 2003 – Nothing to report.

December 2003

TTY December 14, 2003

The customer complained the CA typed too slowly.

Category: Typing Skill/Speed

Escalation: Received by the Maryland Relay Center and handled by the same.

Resolution: Apologized for the inconvenience, and assured the customer the CA's manager would follow up accordingly.

**ALABAMA RELAY SERVICE
ANNUAL CONSUMER COMPLAINTS SUMMARY
JUNE 2003 – MAY 2004**

Contact Closed: December 14, 2003

FCC: Typing Issue

January 2004 – Nothing to report.

February 2004

TTY February 9, 2004

The customer complained the CA had not relayed the call verbatim.

Category: Other (CA/OPR)

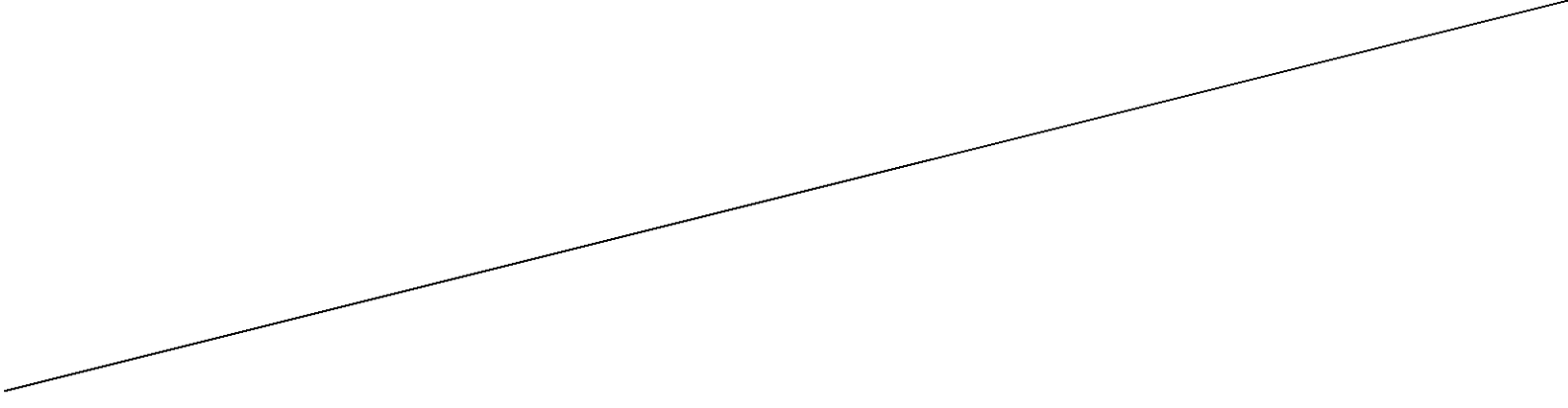
Escalation: Received by the Georgia Relay Center and handled by the same.

Resolution: Apologized for the inconvenience, and assured the customer the CA's manager would follow up accordingly.

Contact Closed: February 9, 2004

FCC: Verbatim

Delaware



AT&T RELAY SERVICES
2004 ANNUAL SUMMARY OF CONSUMER COMPLAINTS
June 1, 2003 through May 31, 2004

State of Delaware - Totals

As of June 7, 2004	2003							2004					
<i>Delaware</i>	JUN	JUL	AUG	SEP	OCT	NOV	DEC	JAN	FEB	MAR	APR	MAY	TOTAL
VOICE									1				1
TTY								1		1		1	3
TOTAL	0	0	0	0	0	0	0	1	1	1	0	1	4

AT&T RELAY SERVICES
ANNUAL SUMMARY OF CONSUMER COMPLAINTS
June 1, 2003 through May 31, 2004
Complaint Summary by Category

State of Delaware - Summary by Category

As of June 7, 2004	2003							2004					
<i>Complaint Category</i>	JUN	JUL	AUG	SEP	OCT	NOV	DEC	JAN	FEB	MAR	APR	MAY	Total
Transparency								1	1	1			3
Confidentiality													0
Verbatim													0
Typing Issues													0
In Call Replacement													0
Answer Performance												1	1
Gender Accommodation													0
Total	0	0	0	0	0	0	0	1	1	1	0	1	4

**DELAWARE RELAY SERVICE
ANNUAL CONSUMER COMPLAINTS SUMMARY
JUNE 2003 – MAY 2004**

June 2003 – Nothing to report.

July 2003 – Nothing to report.

August 2003 – Nothing to report.

September 2003 – Nothing to report.

October 2003 – Nothing to report.

November 2003 – Nothing to report.

December 2003 – Nothing to report.

January 2004

TTY January 27, 2004

The customer complained that the CA requested additional information when leaving a message on an answering machine.

Category: Other (CA/OPR)

Escalation: Received by the Relay Website and handled by the National Customer Care Center.

Resolution: Apologized for the inconvenience, and assured the customer the CA's manager would follow up accordingly.

Contact Closed: January 27, 2004

FCC: Transparency

February 2004

Voice February 13, 2004

The customer complained that one CA was laughing during her call, and another had a thick accent she could not understand.

Category: Attitude and Manner

Escalation: Received by the Relay Customer Service Line and handled by the National Customer Care Center.

Resolution: Apologized for the inconvenience, and suggested the customer note CA ID numbers on future calls.

Contact Closed: February 13, 2004

FCC: Transparency

March 2004

TTY March 25, 2004

The customer complained that the CA dialed the number, had a conversation with the party that answered the line, and then disconnected the call.

Category: Other (CA/OPR)

Escalation: Received by the Georgia Relay Center and handled by the same.

Resolution: Apologized for the inconvenience, and assured the customer the CA's

**DELAWARE RELAY SERVICE
ANNUAL CONSUMER COMPLAINTS SUMMARY
JUNE 2003 – MAY 2004**

manager would follow up accordingly.

Contact Closed: March 25, 2004

FCC: Transparency

April 2004 – Nothing to report.

May 2004

TTY May 20, 2004

The customer complained that it takes too long to get a live CA when dialing relay, and CAs do not provide their ID numbers.

Category: Other (Misc)

Escalation: Received by the National Relay Center, PA and handled by the same.

Resolution: Apologized for the inconvenience, and assured the customer his complaint would be shared with Relay Customer Service.

Contact Closed: May 20, 2004

FCC: Answer Performance

Georgia

AT&T RELAY SERVICES
2004 ANNUAL SUMMARY OF CONSUMER COMPLAINTS
June 1, 2003 through May 31, 2004

State of Georgia - Totals

As of June 7, 2004		2003						2004					TOTAL
Georgia	JUN	JUL	AUG	SEP	OCT	NOV	DEC	JAN	FEB	MAR	APR	MAY	
VOICE			1			1							2
TTY	1		4			1	1		1				8
TOTAL	1	0	5	0	0	2	1	0	1	0	0	0	10

AT&T RELAY SERVICES
ANNUAL SUMMARY OF CONSUMER COMPLAINTS
June 1, 2003 through May 31, 2004

State of Georgia - Complaint Summary by Category

As of June 7, 2004		2003						2004					Total
Complaint Category	JUN	JUL	AUG	SEP	OCT	NOV	DEC	JAN	FEB	MAR	APR	MAY	
Transparency						1							1
Confidentiality													0
Verbatim			1										1
Typing Issues			2										2
In Call Replacement													0
Answer Performance	1		2			1	1		1				6
Gender Accommodation													0
Total	1	0	5	0	0	2	1	0	1	0	0	0	10

**GEORGIA RELAY SERVICE
ANNUAL CONSUMER COMPLAINTS SUMMARY
JUNE 2003 – MAY 2004**

June 2003

TTY June 10, 2003

The customer complained he/she had to wait a long time to reach a CA.

Category: Answer/Wait Time

Escalation: Received by the Georgia Relay Center and handled by the same.

Resolution: Apologized for the inconvenience. Advised this information would be documented and forwarded to Relay Customer Service.

Contact Closed: June 10, 2003

FCC: Answer Performance

July 2003 – Nothing to report.

August 2003

TTY August 1, 2003

The customer complained about the first CA's typing errors, and that the second CA hung up on him/her.

Category: Typing Skill/Speed

Escalation: Received by the National Relay Center, RI and handled by the same.

Resolution: Apologized for the inconvenience, and assured the customer the managers of both CAs would follow up accordingly.

Contact Closed: August 1, 2003

FCC: Typing Issue

TTY August 19, 2003

The customer complained they were unable to reach the relay service.

Category: Answer/Wait Time

Escalation: Received by the National Relay Center, PA and handled by the same.

Resolution: Apologized for the inconvenience, and advised the situation would be reported.

Contact Closed: August 19, 2003

FCC: Answer Performance

TTY August 21, 2003

The customer complained that the CAs misspell information and do not relay verbatim.

Category: Other (CA/OPR)

Escalation: Received by the U.S. mail and handled by the National Customer Care Center.

Resolution: Apologized for the inconvenience and thank the customer for providing feedback.

Contact Closed: August 22, 2003

FCC: Verbatim

TTY August 23, 2003

The customer complained about that the CA made several typing errors and did not follow instructions.

**GEORGIA RELAY SERVICE
ANNUAL CONSUMER COMPLAINTS SUMMARY
JUNE 2003 – MAY 2004**

Category: Typing Skill/Speed

Escalation: Received by the National Relay Center, PA and handled by the same.

Resolution: Apologized for the inconvenience, and assured the customer the CA's manager would follow up accordingly.

Contact Closed: August 23, 2003

FCC: Typing Issue

Voice August 30, 2003

The caller complained that she could not reach the relay service until after noon.

Category: Answer/Wait Time

Escalation: Received by the Relay Customer Service Line and handled by the National Customer Care Center.

Resolution: Apologized for the inconvenience, and advised the situation would be reported.

Contact Closed: September 2, 2003

FCC: Answer Performance

September 2003 – Nothing to report.

October 2003 – Nothing to report.

November 2003

Voice November 3, 2003

The customer complained that the CA was making inappropriate side comments during the call.

Category: Attitude and Manner

Escalation: Received by the Virginia Relay Center and handled by the same.

Resolution: Thanked the customer for taking the time to provide feedback.

Contact Closed: November 3, 2003

FCC: Transparency

TTY November 8, 2003

The customer complained the CA was slow to respond.

Category: Other (CA/OPR)

Escalation: Received by the National Relay Center, PA and handled by the same.

Resolution: Apologized for the inconvenience.

Contact Closed: November 8, 2003

FCC: Answer Performance

December 2003

TTY December 6, 2003

The customer complained he had to wait a long time to reach a CA.

Category: Answer/Wait Time

Escalation: Received by the Maryland Relay Center and handled by the same.

Resolution: Apologized to customer.

**GEORGIA RELAY SERVICE
ANNUAL CONSUMER COMPLAINTS SUMMARY
JUNE 2003 – MAY 2004**

Contact Closed: December 6, 2003

FCC: Answer Performance

January 2004 – Nothing to report.

February 2004

TTY February 17, 2004

The customer complained about delays before placing her calls, and during the call itself.

Category: Answer/Wait Time

Escalation: Received by the National Relay Center, PA and handled by the same.

Resolution: Apologized for the inconvenience, and assured the customer her comments would be shared with Customer Service.

Contact Closed: February 17, 2004

FCC: Answer Performance

March 2004 – Nothing to report.

April 2004 – Nothing to report.

May 2004 – Nothing to report.

Maryland

**AT&T RELAY SERVICES
2004 ANNUAL SUMMARY OF CONSUMER COMPLAINTS
June 1, 2003 through May 31, 2004**

State of Maryland - Totals

JUNE 8, 2004		2003												2004												TOTAL																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																					
MOBILE	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1

AT&T RELAY SERVICES

ANNUAL SUMMARY OF CONSUMER COMPLAINTS

June 1, 2003 through May 31, 2004

Complaint Summary by Category

State of Maryland - Summary by Category

June 8, 2004		2003												2004												Total
Component Category	01	02	03	04	05	06	07	08	09	10	11	12	01	02	03	04	05	06	07	08	09	10	11	12		
Transparency	1					1																			6	
Confidentiality																									0	
Verbatim	3	1		1																					11	
Typing Issues	3	3		1		1																			9	
In Call Reconnection																									0	
Answer Performance		4		2																					6	
Gender Accommodation						1																			1	
Total	7	8	8	4	2	2	2	3	3	3	3	4	4	4	4	4	4	4	4	4	4	4	4	37		

**MARYLAND RELAY SERVICE
ANNUAL CONSUMER COMPLAINTS SUMMARY
JUNE 2003 – MAY 2004**

June 2003

TTY June 4, 2003

The caller complained that the CA typed too slowly.

Category: Typing Skill/Speed

Escalation: Received by the Maryland Relay Center and handled by the same.

Resolution: Apologized for inconvenience. Suggested that the Internet may have frozen up during conversation.

Contact Closed: June 4, 2003

FCC: Typing Issue

TTY June 19, 2003

The customer complained that the operator had not relayed the call verbatim.

Category: Other (CA/OPR)

Escalation: Received by the National Relay Center, PA and handled by the same.

Resolution: Apologized to the customer for the operator's error.

Contact Closed: June 19, 2003

FCC: Verbatim

TTY June 21, 2003

The customer complained that the operator made too many typing errors.

Category: Typing Skill/Speed

Escalation: Received by the Maryland Relay Center and handled by the same.

Resolution: Apologized for the inconvenience, and assured the customer the operator's manager would follow up accordingly.

Contact Closed: June 21, 2003

FCC: Typing Issue

TTY June 23, 2003

The customer complained the operator had not relayed the call verbatim.

Category: Other (CA/OPR)

Escalation: Received by the Maryland Relay Center and handled by the same.

Resolution: Apologized for the inconvenience, and assured the customer the operator's manager would follow up accordingly.

Contact Closed: June 23, 2003

FCC: Verbatim

TTY June 24, 2003

The customer complained that the operator typed too slowly.

Category: Typing Skill/Speed

Escalation: Received by the Maryland Relay Center and handled by the same.

Resolution: Apologized to the customer for the inconvenience.

Contact Closed: June 24, 2003

FCC: Typing Issue

Voice June 26, 2003

**MARYLAND RELAY SERVICE
ANNUAL CONSUMER COMPLAINTS SUMMARY
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The caller, an HCO user, complained the operator typed TTY tones to him, and failed to leave the entire message on an answering machine.

Category: Attitude and Manner

Escalation: Received by the Maryland Relay Center and handled by the same.

Resolution: Apologized for the inconvenience, and confirmed the customer had the correct number to reach voice relay.

Contact Closed: June 26, 2003

FCC: Verbatim

TTY June 30, 2003

The caller complained that the operator was telling her how to handle her call.

Category: Other (CA/OPR)

Escalation: Received by the Maryland Relay Center and handled by the same.

Resolution: Apologized for the inconvenience, and assured the customer the operator's manager would follow up accordingly.

Contact Closed: June 30, 2003

FCC: Transparency

July 2003

TTY July 1, 2003

The customer was upset because the operator typed the wrong telephone number during her conversation.

Category: Typing Skill/Speed

Escalation: Received by the Maryland Relay Center and handled by the same.

Resolution: Apologized for the inconvenience, and assured the customer the operator's manager would follow up accordingly.

Contact Closed: July 1, 2003

FCC: Verbatim

TTY July 1, 2003

The customer complained the operator was slow to respond.

Category: Other (CA/OPR)

Escalation: Received by the Maryland Relay Center and handled by the same.

Resolution: Apologized for the inconvenience, and assured the customer the operator's manager would follow-up accordingly.

Contact Closed: July 1, 2003

FCC: Answer Performance

TTY July 9, 2003

The customer complained that the operator did not follow instructions, typed poorly, and disconnected the call.

Category: Other (CA/OPR)

Escalation: Received by the Maryland Relay Center and handled by the same.

Resolution: Apologized for the inconvenience, and assured the customer the operator's manager would follow up accordingly.

**MARYLAND RELAY SERVICE
ANNUAL CONSUMER COMPLAINTS SUMMARY
JUNE 2003 – MAY 2004**

Contact Closed: July 9, 2003
FCC: Typing Issue

Voice July 15, 2003

The customer complained he/she had difficulty reaching the relay service.

Category: Other (Misc)

Escalation: Received by the Maryland Relay Center and handled by the same.

Resolution: Apologized for the inconvenience, and advised the customer the situation would be reported.

Contact Closed: July 15, 2003

FCC: Answer Performance

TTY July 24, 2003

The customer complained the operator did not follow instructions, was rude, did not type accurately, and hung up on her.

Category: Attitude and Manner

Escalation: Received by the Maryland Relay Center and handled by the same.

Resolution: Apologized for the inconvenience, and assured the customer the operator's manager would follow up accordingly.

Contact Closed: July 24, 2003

FCC: Typing Issue

TTY July 29, 2003

The customer complained he was receiving garbled text from one operator. Another operator typed too slowly and was slow to respond.

Category: Other (Misc)

Escalation: Received by the Maryland Relay Center and handled by the same.

Resolution: Referred the customer's complaint to management for a callback. Made several attempts to reach the customer.

Contact Closed: August 13, 2003

FCC: Typing Issue

TTY July 30, 2003

The customer complained she had difficulty reaching the relay service.

Category: Other (Misc)

Escalation: Received by the Maryland Relay Center and handled by the same.

Resolution: Apologized for the inconvenience, and advised the situation would be investigated.

Contact Closed: July 30, 2003

FCC: Answer Performance

TTY July 30, 2003

The customer complained he had to wait a long time to reach an operator.

Category: Answer/Wait Time

Escalation: Received by the Maryland Relay Center and handled by the same.

**MARYLAND RELAY SERVICE
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JUNE 2003 – MAY 2004**

Resolution: Apologized for the inconvenience.

Contact Closed: July 30, 2003

FCC: Answer Performance

August 2003

Voice August 4, 2003

The customer complained she had to wait a long time to reach an operator.

Category: Answer/Wait Time

Escalation: Received by the Maryland Relay Center and handled by the same.

Resolution: Apologized for the inconvenience, and placed the call for the customer.

Contact Closed: August 4, 2003

FCC: Answer Performance

TTY August 8, 2003

The customer complained that the operator made several typing errors, and would not provide his/her operator number.

Category: Typing Skill/Speed

Escalation: Received by the Maryland Relay Center and handled by the same.

Resolution: Apologized for the inconvenience, and assured the customer the operator's manager would follow up accordingly.

Contact Closed: August 17, 2003

FCC: Typing Issue

TTY August 15, 2003

The customer complained the operator had not relayed the call correctly. She requested an experienced operator place her call.

Category: Other (CA/OPR)

Escalation: Received by the Maryland Relay Center and handled by the same.

Resolution: Apologized for the inconvenience. Placed the call for the customer and informed customer that the operator had relayed the call correctly.

Contact Closed: August 15, 2003

FCC: Verbatim

TTY August 31, 2003

The customer complained that the operator took too long to dial his/her call.

Category: Attitude and Manner

Escalation: Received by the Maryland Relay Center and handled by the same.

Resolution: Apologized for the inconvenience, and assured the customer the operator's manager would follow up accordingly.

Contact Closed: August 31, 2003

FCC: Answer Performance

September 2003

TTY September 7, 2003

The customer complained that even though she requests a female operator, the male

**MARYLAND RELAY SERVICE
ANNUAL CONSUMER COMPLAINTS SUMMARY
JUNE 2003 – MAY 2004**

operators dial her call anyway.

Category: Other (CA/OPR)

Escalation: Received by the Maryland Relay Center and handled by the same.

Resolution: Apologized for the inconvenience. Set up profile stating she prefers female operators.

Contact Closed: September 8, 2003

FCC: Gender Accommodation

Voice September 25, 2003

The customer complained she heard the operator talking to another person. The customer also stated that when she said "hello", the operator hung up.

Category: Attitude and Manner

Escalation: Received by the Maryland Relay Center and handled by the same.

Resolution: Apologized for the inconvenience, and assured the customer the operator's manager would follow up accordingly.

Contact Closed: September 26, 2003

FCC: Transparency

October 2003

TTY October 20, 2003

The customer complained that the CA typed to slowly, and made many mistakes.

Category: Typing Skill/Speed

Escalation: Received by the Maryland Relay Center and handled by the same.

Resolution: Apologized for the inconvenience, and assured the customer the operator's manager would follow up accordingly.

Contact Closed: October 22, 2003

FCC: Typing Issue

TTY October 28, 2003

The customer complained that it took too long to get an operator.

Category: Answer/Wait Time

Escalation: Received by the Maryland Relay Center and handled by the same.

Resolution: Apologized to the customer for the inconvenience. Recommended to the customer to use the toll-free number designated for VCO calls.

Contact Closed: October 29, 2003

FCC: Answer Performance

November 2003

TTY November 17, 2003

The customer complained the operator had not relayed the call verbatim.

Category: Other (CA/OPR)

Escalation: Received by the Maryland Relay Center and handled by the same.

Resolution: Apologized for the inconvenience, and assured the customer the operator's manager would follow up accordingly.

Contact Closed: November 17, 2003

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FCC: Verbatim

TTY November 18, 2003

The customer complained that the operator had too many typing errors and was slow to respond.

Category: Typing Skill/Speed

Escalation: Received by the Maryland Relay Center and handled by the same.

Resolution: Apologized for the inconvenience, and assured the customer the operator's manager would follow up accordingly.

Contact Closed: November 18, 2003

FCC: Typing Issue

Voice November 21, 2003

The customer complained that the operator was not remaining transparent during her conversation.

Category: Other (CA/OPR)

Escalation: Received by the Maryland Relay Center and handled by the same.

Resolution: Apologized for the inconvenience, and assured the customer the operator's manager would follow up accordingly.

Contact Closed: November 23, 2003

FCC: Transparency

December 2003

TTY December 9, 2003

The customer complained he/she had difficulty reaching the relay service.

Category: Answer/Wait Time

Escalation: Received by the Maryland Relay Center and handled by the same.

Resolution: Apologized to the customer for the inconvenience. Explained that heavy call volume might have caused the delay.

Contact Closed: December 9, 2003

FCC: Answer Performance

January 2004

Voice January 7, 2004

The customer complained that when leaving a voice message on her answering machine, the operator added her own personal comments at the end.

Category: Attitude and Manner

Escalation: Received by the Maryland Relay Center and handled by the same.

Resolution: Apologized for the inconvenience, and assured the customer the operator's manager would follow up accordingly.

Contact Closed: January 7, 2004

FCC: Transparency

TTY January 12, 2004

The caller had several complaints including VCO calls not being answered fast enough,

**MARYLAND RELAY SERVICE
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JUNE 2003 – MAY 2004**

being billed long distance for local calls, VCO call handling.

Category: Other (Misc)

Escalation: Received by the Maryland Relay Center and handled by the same.

Resolution: Apologized for any inconvenience, and addressed each of the caller's issues.

Contact Closed: January 12, 2004

FCC: Answer Performance

TTY January 27, 2004

The customer complained that the operator did not relay his call accurately.

Category: Other (CA/OPR)

Escalation: Received by the Maryland Relay Center and handled by the same.

Resolution: Apologized for the inconvenience, and advised the operator's manager would follow up accordingly.

Contact Closed: January 27, 2004

FCC: Verbatim

February 2004 – Nothing to report.

March 2004

TTY March 10, 2004

The customer complained that the operator was slow to respond and did not type accurately.

Category: Typing Skill/Speed

Escalation: Received by the Maryland Relay Center and handled by the same.

Resolution: Apologized for the inconvenience, and assured the customer the operator's manager would follow up accordingly.

Contact Closed: March 10, 2004

FCC: Typing Issue

TTY March 19, 2004

The customer complained that the operator typed too slowly and made several errors during his conversation.

Category: Typing Skill/Speed

Escalation: Received by the Maryland Relay Center and handled by the same.

Resolution: Apologized for the inconvenience, and assured the customer the operator's manager would follow up accordingly.

Contact Closed: March 19, 2004

FCC: Typing Issue

April 2004

Voice April 6, 2004

The customer complained that the operator did not remain transparent on her call.

Category: Other (CA/OPR)

Escalation: Received by the Maryland Relay Center and handled by the same.

Resolution: Apologized for the inconvenience, and assured the customer the operator's

**MARYLAND RELAY SERVICE
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JUNE 2003 – MAY 2004**

manager would follow up accordingly.

Contact Closed: April 7, 2004

FCC: Transparency

TTY April 15, 2004

The customer complained that the operator typed too slowly.

Category: Typing Skill/Speed

Escalation: Received by the Maryland Relay Center and handled by the same.

Resolution: Apologized for the inconvenience, and assured the customer the operator's manager would follow up accordingly.

Contact Closed: April 15, 2004

FCC: Typing Issue

Voice April 19, 2004

The customer complained that the operator kept interrupting her and asking her to repeat.

Category: Attitude and Manner

Escalation: Received by the Maryland Relay Center and handled by the same.

Resolution: Apologized for the inconvenience, and assured the customer the operator's manager would follow up accordingly.

Contact Closed: April 19, 2004

FCC: Transparency

TTY April 29, 2004

The customer complained that the operator made too many typing mistakes.

Category: Typing Skill/Speed

Escalation: Received by the Maryland Relay Center and handled by the same.

Resolution: Apologized for the inconvenience, and assured the customer the operator's manager would follow up accordingly.

Contact Closed: April 29, 2004

FCC: Typing Issue

May 2004

TTY May 18, 2004

The customer complained that the operator did not complete his conversation.

Category: Other (CA/OPR)

Escalation: Received by the Maryland Relay Center and handled by the same.

Resolution: Apologized for the inconvenience, and assured the customer the operator's manager would follow up accordingly.

Contact Closed: May 20, 2004

FCC: Verbatim